



# Quality Assurance & Quality Control

Presenting  
Sergio Ramirez & Kelly Crawford



# Quality Assurance & Quality Control

## Mission Statement

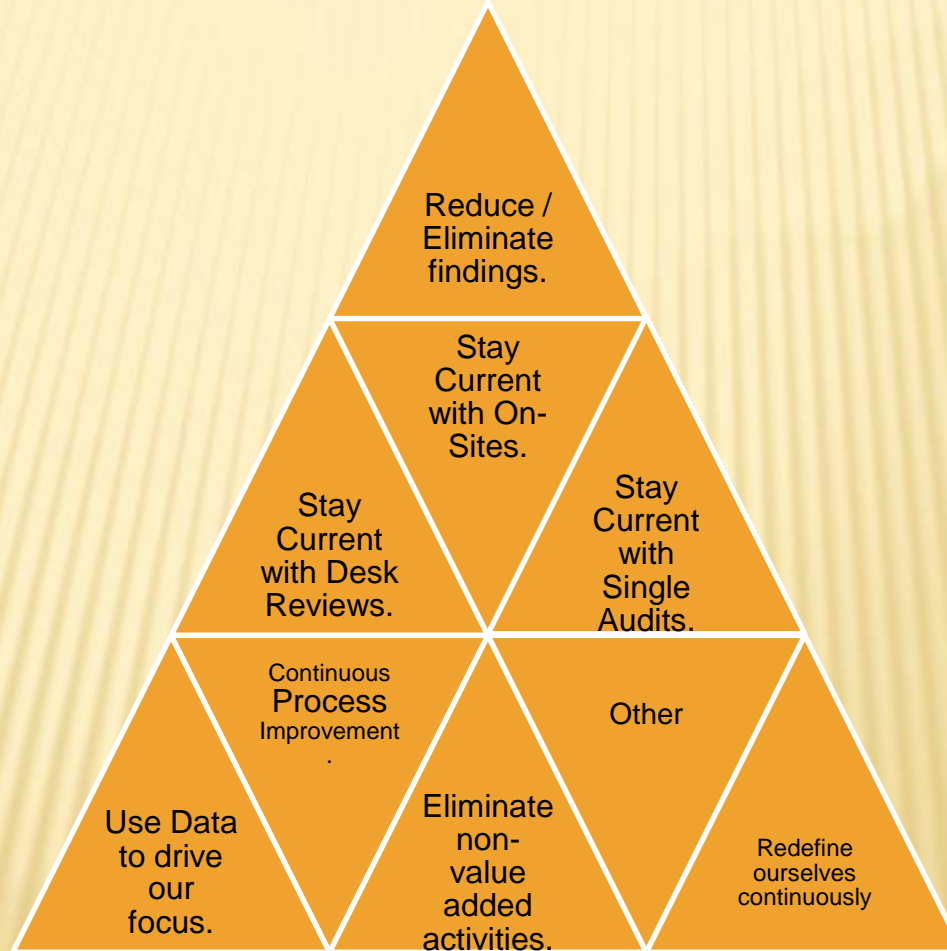
Our mission is to ensure the Texas General Land Office Disaster Recovery program meets the National Objective, any and all federal and state regulations, we do so in a timely manner, and we continuously improve our processes.

### National Objectives

1. Benefit low and moderate income persons.
2. Aid in the prevention or elimination of slums or blight.
3. Meet community development needs having a particular urgency.



# GOALS



**“the quality of the process matters as much as the goal itself”**





# OBJECTIVES

1. To determine if Grantees, Sub-recipients, PMCs and Grant Administrators are meeting their agreement with the GLO, and do so on a timely manner.
2. Assure costs/Draws submitted by Grantees, Subs, PMCs, and G.A.s are eligible based on applicable laws and CDBG regulations.
3. To determine if the Grantees, Subs, PMCs and G.A.s have adequate programmatic and financial controls.
4. To continuously assess the capacity of the Grantees, Subs, PMCs or G.A.s over the life of the program.
5. To continuously identify areas of opportunity and provide technical assistance where needed to Grantees, Subs, PMCs and G.A.s.
6. To monitor, evaluate and recommend improvements for all DR program processes.
7. To follow-up with any compliance issue, assure corrective actions and controls are in place, and provide technical support to Grantees, Subs, PMCs, G.A.s and Internal departments.
8. To comply with federal monitoring requirements of 24 CFR 570.501(b) and with 24 CFR 84.51 and 85.40.
9. To ensure records are maintained throughout the life of the program and after.
10. Assure internal DR SOPs meet HUD and State guidelines and regulations. And issue findings and concerns where applicable based on agreed upon attributes.

“what gets measured, gets done!”

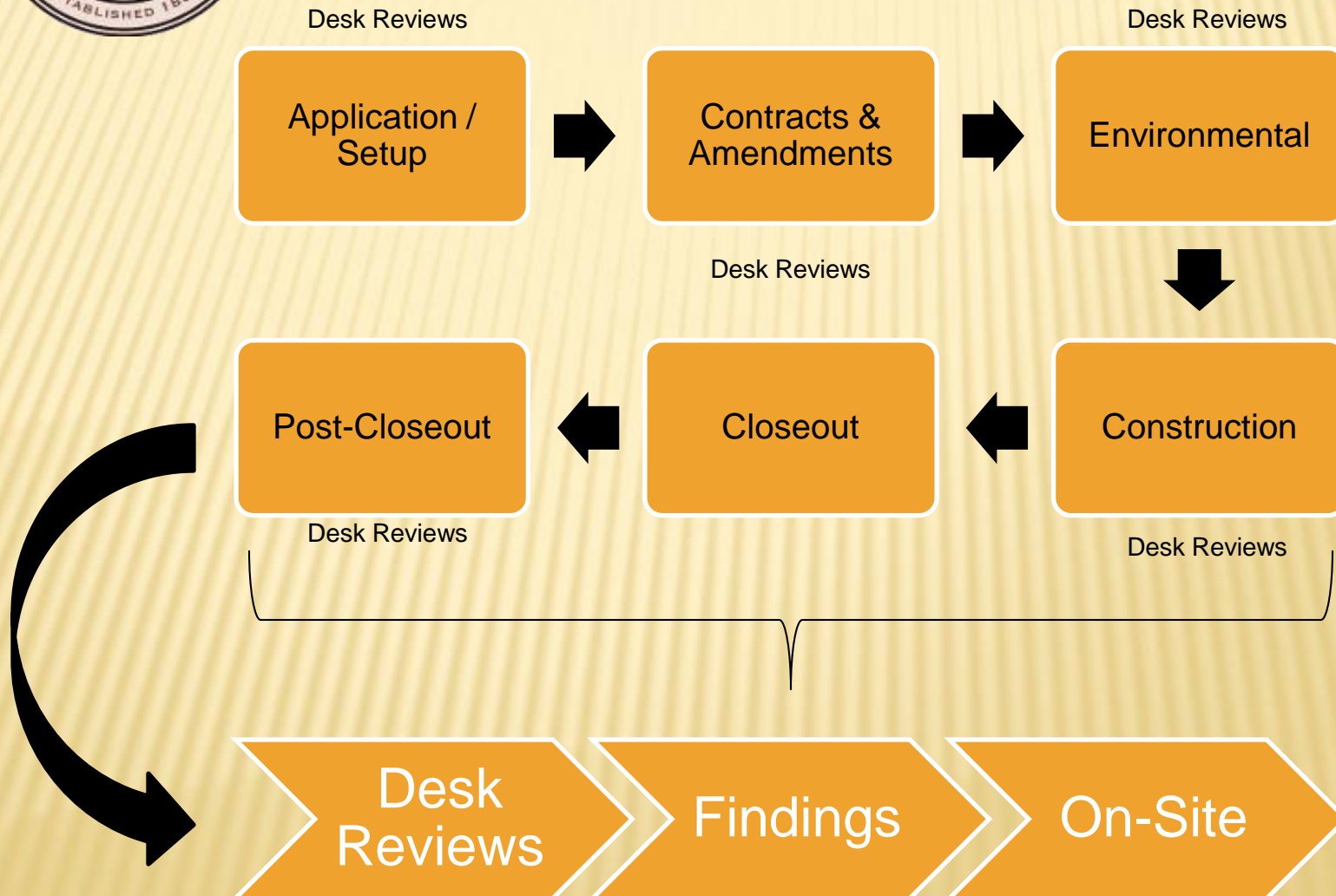


# Testing/Monitoring Attributes



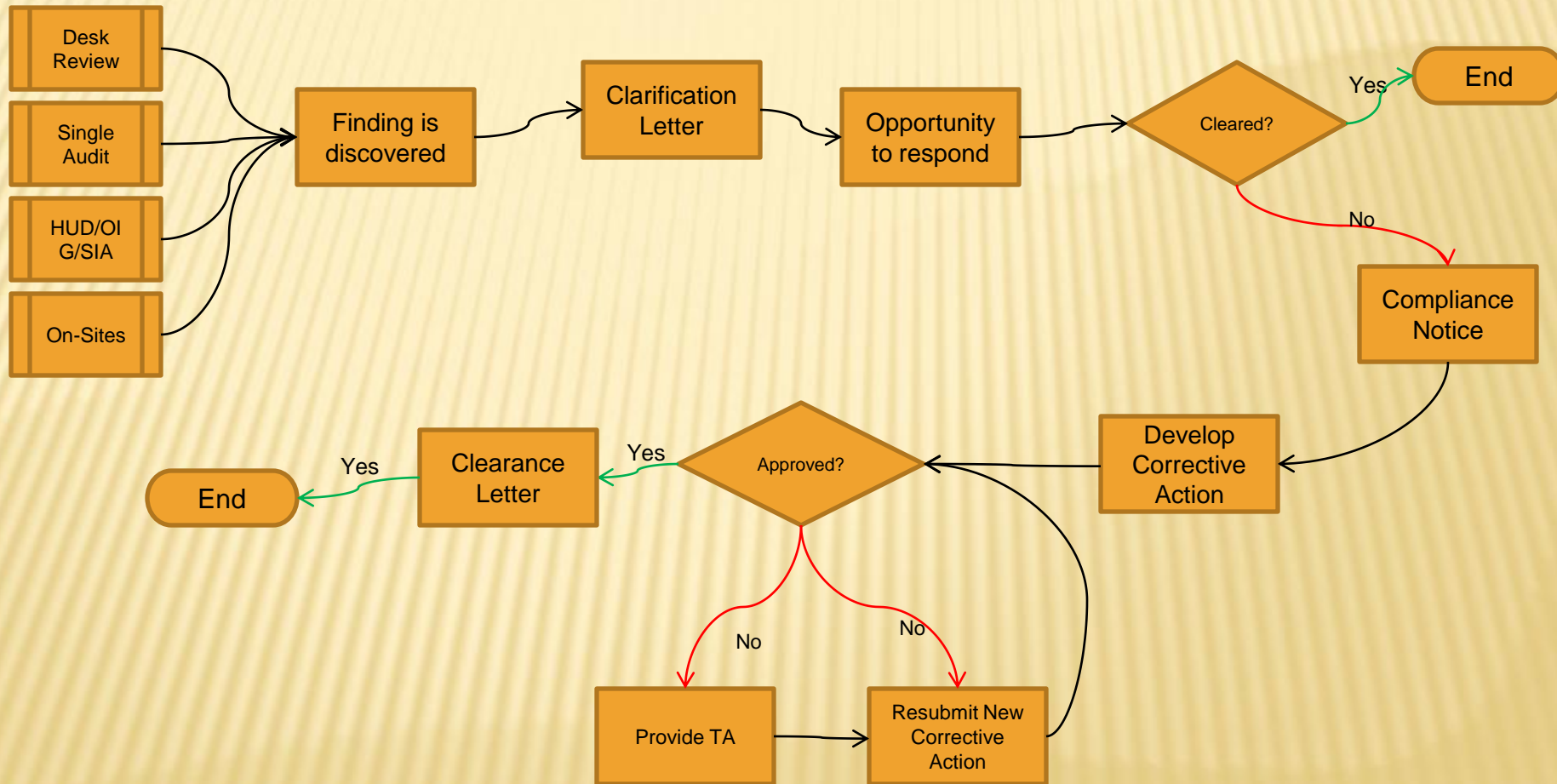


# Desk Reviews & On-Sites





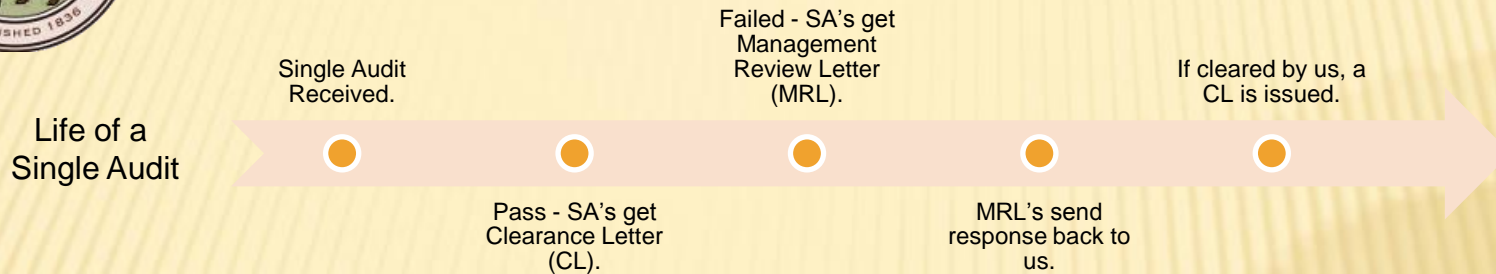
# F&C Process Flow



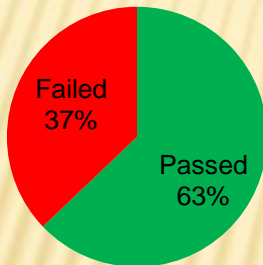




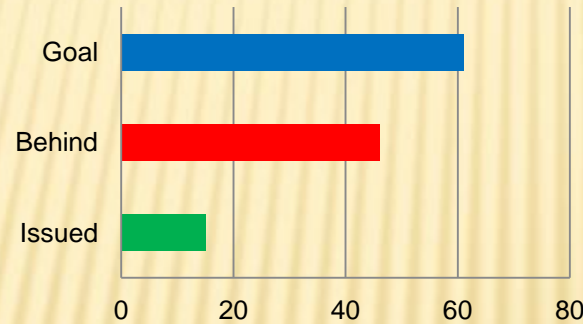
# QA/QA Reporting of the week of March 9th



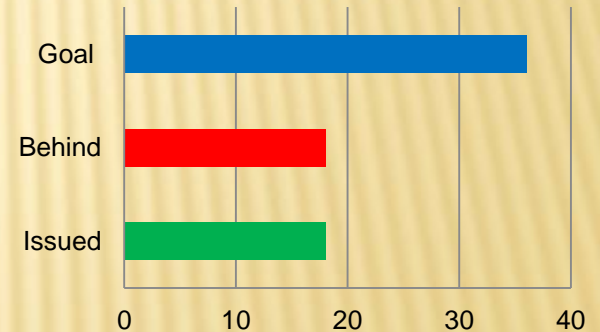
**Single Audits FPY**



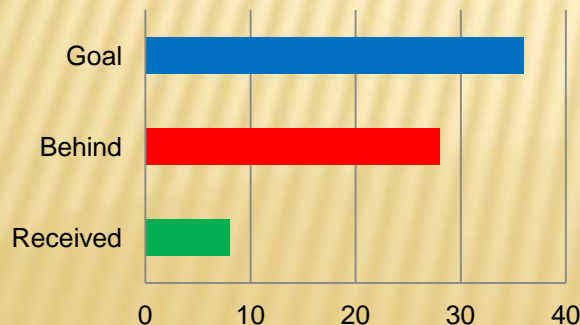
**Clearance Letters**



**Management Review Letters**



**Responses**



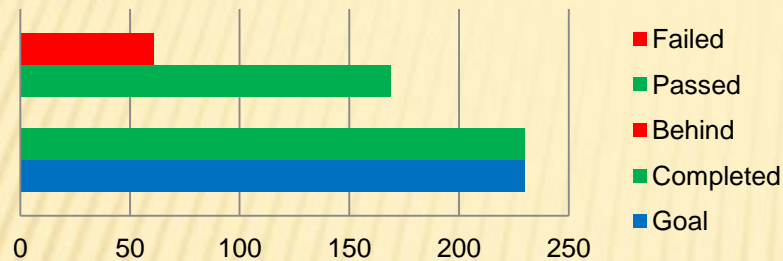
1. FPY was corrected to 63% from 52%.
2. No real progress was made on the issuance of CL's or MRL's. For now, this has been reassigned to Hector Lozano.
3. We've received 8 responses from MRL's and those are under review.



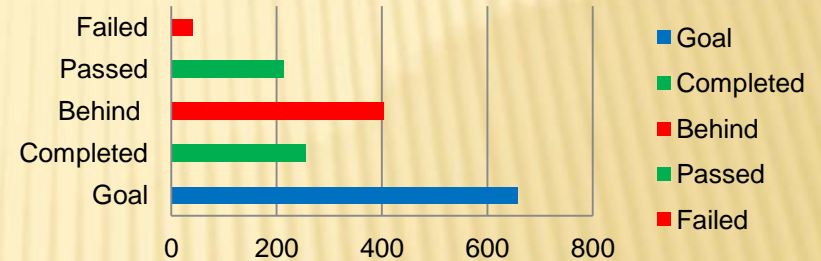


## Rd1 Non-Housing Weekly Status

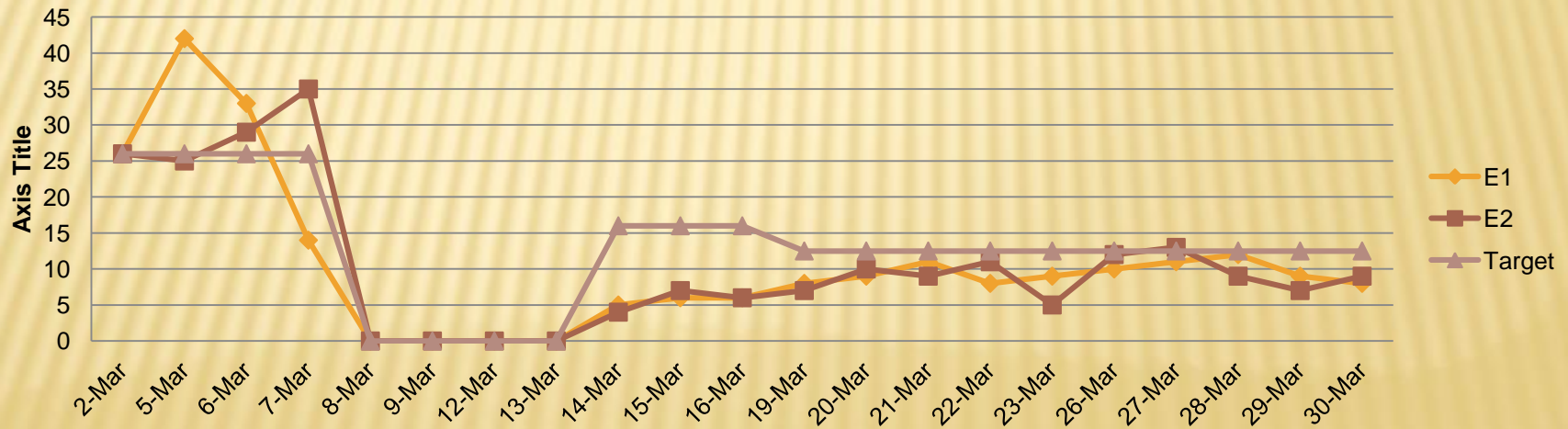
Rd1 Non-Housing Status Application Phase



Rd1 Non-Housing Status Environmental Phase



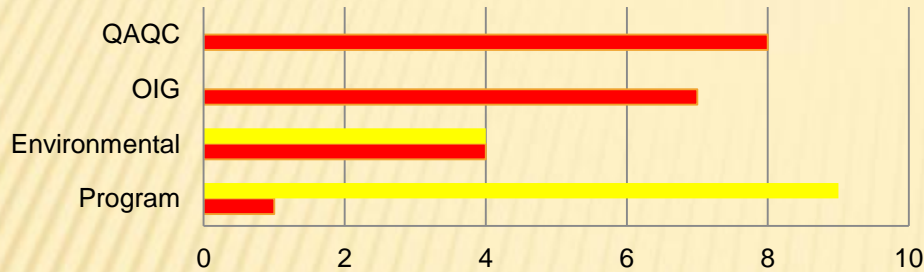
## Weekly Audits





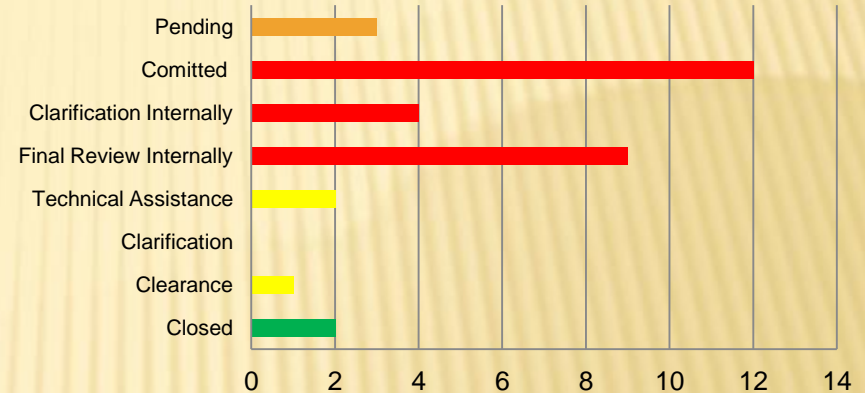
# Findings and Concerns

Findings by Type

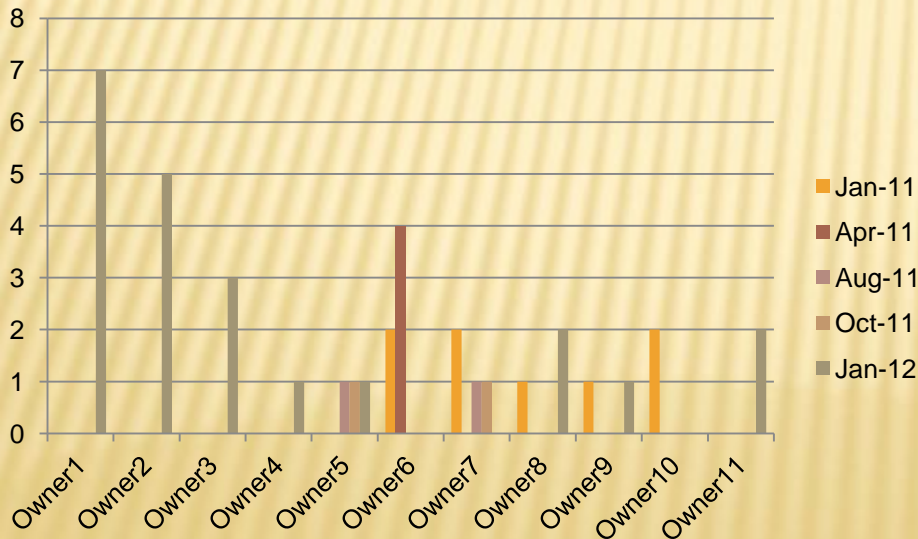


	Program	Environmental	OIG	QAQC
Concerns	9	4	0	0
Findings	1	4	7	8

Status of F&Cs



	Closed	Clearance	Clarification	Technical Assistance	Final Review Internally	Clarification Internally	Committed	Pending
Series1	2	1	0	2	9	4	12	3

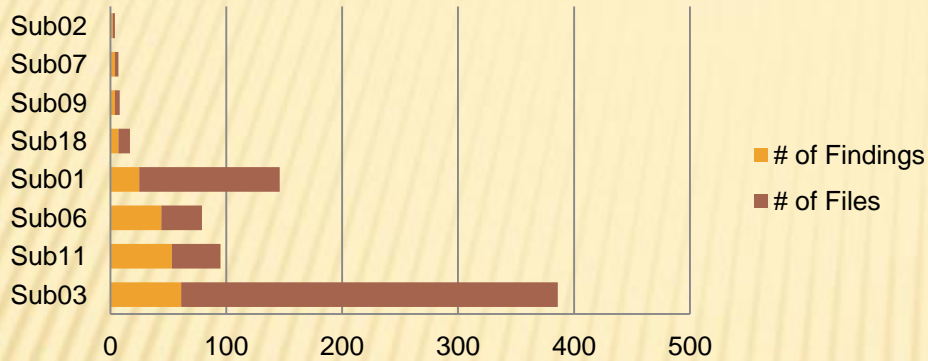


1. QA/QC added 3 more findings via the desk reviews.
2. QA/QC is working on 3 FRIs and hopes to move those to Clearance.
3. The tracking SS has been improved.
4. We are moving from one mass-meeting to individual more focus and shorter meetings.

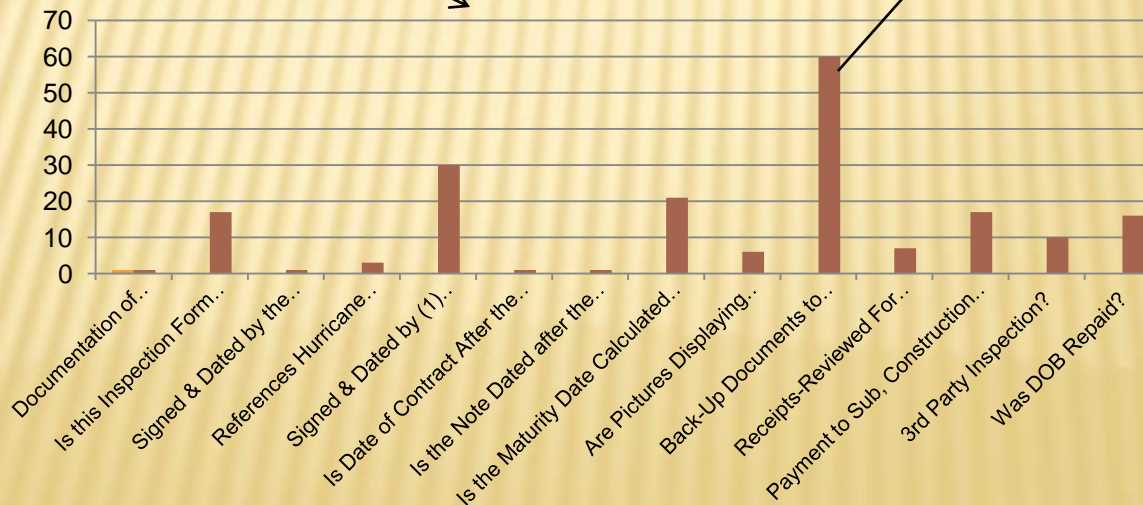
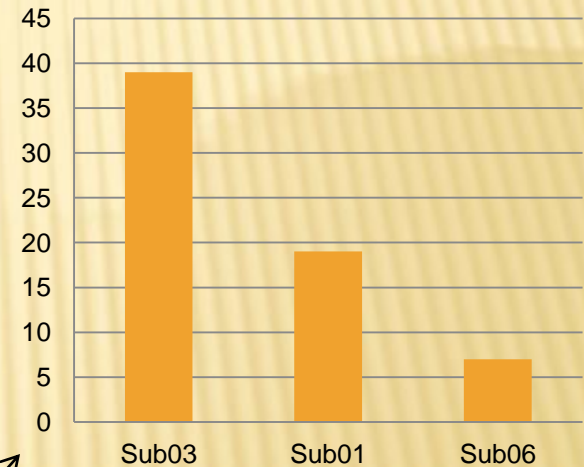


## Data Driven Focus On GAOO

### Findings vs. Files by Sub



### Back-up Doc Pareto







# Q&A?